

13. Basic Function of Position

Serves as one of six visa clerks in the Consular Section with responsibility for processing Non Immigrant Visa applications. Duties include, but are not limited to: greeting applicants, pre-screening applications, data-entry, printing, and pass back. S/he is directly supervised by the NIV Supervisor & Chief of the NIV Unit.

14. Major Duties and Responsibilities**1. Application Intake****30%**

Serves as the first point of contact for anyone coming into the Consular Section for visa services. Accepts visa applications and verifies identity of applicants. Prescreens applications to ensure that all documents are complete and correct. Determines appropriate visa classification and ensures applicant has required documentation for the visa classification they are applying for. Checks applicants' receipts for proof of payment. Coordinates with greeters and guards to permit unscheduled entries, as required.

2. Data Entry**30%**

Enters data from visa application forms, assigning a specific number to the case for interview. Scans photographs for each application received. Scans referral forms and associated cases for corresponding records. Links families and special groups in the data base. Verifies applicants' biographic data on application and passport. Retrieves SEVIS information from Department of State database to attach to the application for the adjudication of student and international visas. Enters special annotations, as required.

3. Printing**30%**

Prints Machine Readable Visas and performs quality assurance checks. Responsible for the appropriate use of visa foils, which are controlled items. Sorts rush cases for passback at Window 1. Maintains log of passports picked up in person. Scans daily visa applications and maintains visa case files. Files petitions received from the Department of Homeland Security for special visas. Retrieves files containing sensitive-restricted information upon request for use in adjudicating applications.

-Back up duties and other duties**10%**

Other duties or programs assigned by supervisor. Backs up visa clerks and may be responsible for monitoring the maintenance and inventory of consular equipment and systems.

15. Required Qualifications

- a. **Education:** Completion of high school required.

- b. **Prior Work Experience:** One years of general office experience, including clerical duties and working with the public.
- c. **Post Entry Training:** Completion of Consular Training Courses, NIV systems, and SEVIS training within three months. Completion of customer service training course within first six months of assignment.
- d. **Language Proficiency:** English Level III (good working knowledge) reading and speaking and Spanish Level III reading and speaking is required.
- e. **Knowledge:** Must have the capacity to develop a working knowledge of volumes 7 and 9 for the U.S. Foreign Affairs Manual, the U.S. Immigration and Nationality Act, and Microsoft Office programs (Excel, Microsoft Word). Must have the capacity to develop thorough knowledge of NIV software and Consolidated Consular Database programs (CCD). Good knowledge of local law and social mores required.
- f. **Skills and Abilities:** Must be pleasant, possess good judgment, and have strong interpersonal and organizational skills. Ability to deal with sometimes irate public that includes refused visa applicants and their American citizen family members. Must work well under pressure and be able to clearly explain a variety of visa classifications, requirements, and the process needed to obtain a visa.

16. Position Elements

- a. **Supervision Received:** Direct supervisor is NIV Supervisor; reviewing officer is the Chief of the NIV unit. Receives direct guidance from officers and supervisor, but must accomplish daily tasks independently.
- b. **Available Guidelines:** 9 FAM, INA, Consular SOPs, TAGS/TERMS Handbook
- c. **Exercise of Judgment:** Must exercise routine judgment and good common sense to respond to public visa inquiries and to handle out-of-the-ordinary cases, such as VIPs. Good judgment is also required when deciding whether to pass a case to an officer for revision or ask the applicant to leave, often escorted by guards. Must practice good judgment and protect personally identifying information for all consular applications.
- d. **Authority to Make Commitments:** None.
- e. **Nature, Level, and Purpose of Contacts:** Maintains working level contacts throughout the Embassy; Ministry of Foreign Affairs and other offices of the GOE Ministries; Foreign Missions and International Organizations for visa work.
- f. **Supervision Exercised:** None.
- g. **Time Required to Perform Full Range of Duties after entry into the Position:** Six months.